



NOMINATE YOUR COLLEAGUES!

2009-2010 Nominations for Board of Directors

Don't let this privilege pass you by!!! It is time to place your nominations for the Board of Directors. We encourage each of you, individually or as part of your Industry Credit Group involvement, to consider and forward the names of members who would have an interest in serving on the NACM Board of Directors.

As a member-owned association, we are dependent upon each of you to get involved in this process. This is your chance to nominate deserving individuals to serve on the NACM of South Texas Board of Directors for 2009 and beyond.

Please take some time to consider individuals that might be interested in serving on the Board of Directors. This is an important process in the governance of your Association and we need your involvement.

Should you have any questions or would like to request a nomination form, please contact Kathleen Quill, CAE, CBA or Michele Hamby at the Association office at 281-228-6100. Nominations must be received by April 16, 2009.

Credit Executive of the Year

Once again, NACM Houston is calling for nominations for the Credit Executive of the Year Award. This award recognizes and honors a member of NACM Houston who has made a significant, readily-apparent contribution to the Association through Board, committee or activity involvement.

The individual must be a member of the Association at the time of the nomination and must have been a member for five years. Any NACM member may nominate a candidate who meets the above criteria. Nominations must be submitted no later than May 15, 2009. Contact Kathleen Quill, CAE, CBA at 281-228-6100 or kquill@nacmsouthtexas.org to obtain a nomination form or for more information.

A committee made up of past recipients and NACM Board members will review all of the qualified nominees and make their selection. The winner will be announced at the NACM Houston Annual meeting in June. Any questions regarding this award should be directed to Kathleen Quill, CAE, CBA, president, NACM Houston.

Excellence in Credit

The Excellence in Credit Award will be awarded to the Distinguished Business Member of NACM Houston for the year 2008-2009. This award recognizes an NACM Houston company that has provided leadership in the field of business credit. This leadership may have been exhibited by participation in NACM through a commitment to the credit education of the company's employees, industry group participation and leadership.

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NACM Houston

10887 Wilcrest
P.O. Box 721348
Houston, TX 77272-1348
www.nacmsouthtexas.org

Phone/Fax

Business Offices	281-228-6100/6122
Accounting	281-228-6100/6151
Adjustment Bureau	281-228-6100/6122
Industry Credit Groups	281-228-6100/6123
Collections	281-228-6100/6122
Credit Reporting	281-228-6100/6120
Sales	281-228-6100/6151

Officers and Directors

Chairman

Ed Baldwin, CCE 713-221-2646
Wesco Distribution Inc.

First Vice Chairman

Charley Paup, CCE 713-937-0600
ACT Pipe & Supply Inc.

Second Vice Chairman

Gary White, CCE 713-423-1814
Waste Management of Texas, Inc.

Treasurer

Chris Myers 713-355-8100
Credit Alternatives, LLC

President

Kathleen Quill, CAE, CBA 281-228-6100
NACM Houston

National Director

Chris Myers 713-355-8100
Credit Alternatives, LLC

Directors

Skip Kline 281-210-2703
Frontier Materials Concrete, LLC

Charles Dunlap 713-614-3199
Dunlap Consulting

John Herberger, Esq. 281-920-4700
JD Herberger & Associates

Brenda Keener 713-847-1827
Gulf & Basco LP

Carol Zingelmann, CCE 281-855-6212
Baker Hughes

Pre Moss Jr. 281-285-1962
Schlumberger Technology Corporation

Carolyn Pavlovsky, CCE 713-986-8320
Tyco Values & Controls, LP

Chair Emeritus

Rosalind Turner 281-854-1909
Royal Baths Manufacturing Co. Ltd.

Corporate Counsel

Carl Doré Jr., Attorney at Law 281-829-1555
Doré & Associates, Attorneys, PC

To be considered for the Excellence in Credit award, a company must meet the following qualifications:

1. A member of record in good standing with NACM Houston for one (1) year prior to nomination for this award. Business must be located in the NACM Houston market area.
2. Must be nominated by an employee of the nominated company or someone employed by another company.
3. A business cannot win back-to-back awards, [two (2) years in a row] in the same category.

Nominated companies should have the following background and history information, as well as how the company utilizes the following: Credit & Financial Resources, Leadership Fundamentals, Employee Satisfaction and Community Involvement.

Completed applications should be sent by May 15th to Kathleen Quill, CAE, CBA via fax at 281-228-6122, or mailed to P.O. Box 721348, Houston, TX 77272.

Deadline date for all applications to NACM Houston is May 15, 2009. If you have questions, please contact Ed Baldwin 281-848-1915 or Kathleen Quill, CAE, CBA at 281-228-6100 or kquill@nacmsouthtexas.org.

Honorary Member

The Honorary Member Program is designed to recognize former or retired members who have made significant contributions to NACM Houston through long-term membership and/or active participation in Association activities, committees and the Board of Directors.

To be considered for Honorary Membership, an individual must possess the following qualifications:

1. Former or retired member of NACM Houston;
2. Twenty (20) years in the credit profession;
3. Ten (10) years as an active member of NACM Houston; and
4. Prior service on the NACM Houston Board of Directors

Nominations for individuals who may meet these qualifications should be considered for Honorary Membership in the Association. Any NACM member or NACM staff person may nominate any former or retired member who they feel meets the qualification by sending a letter of nomination to Kathleen Quill, CAE, CBA, president, NACM Houston, P.O. Box 721348, Houston, TX 77272-1348 or fax to 281-228-6122 or to kquill@nacmsouthtexas.org. These letters of nomination must be received no later than May 15, 2009.

All qualified nominees will be presented to the Executive Committee and, in turn, to the Board of Directors for confirmation. Formal recognition of the Honorary Member will be made at the NACM Houston Annual Meeting.

Should you have questions regarding this program, please call Kathleen Quill, CAE, CBA at the Association office at 281-228-6100 or kquill@nacmsouthtexas.org.



Your Business Credit Trade Association dedicated to improving the performance of today's business credit community.

Directory

NACM Houston
10887 Wilcrest
P.O. Box 721348
Houston, TX 77272-1348
www.nacmsouthtexas.org

Main Phone Number 281-228-6100
Toll Free 866-252-NACM
Main Fax 281-228-6122
Industry Credit Groups Fax 281-228-6123

Staff Extensions

Accounting
Vice President of Finance & Administration, Bernard Forde 1450

Administration
President, Kathleen Quill, CAE, CBA 1400
Vice President, Michele Hamby 1360
Executive Assistant, Rosie Prosser 1405

Education 1200

Industry Credit Groups
Sr. Groups Manager, Deana Gardner 1300
Local Groups Manager, LaQ'iana Lewis 1318

Membership
Manager, Ellen Neuwirth-Hirsch 1317

Legislative Issues
President, Kathleen Quill, CAE, CBA 1400

NACM Houston Business Credit Services

Main Phone Number 281-228-6100
Adjustments & Workouts 281-228-6100
Collections 281-228-6100
Credit Reports 281-228-6100
Sales 281-228-6100
Toll Free 866-252-NACM
Remote Access 281-228-6142
Credit Reporting Fax 281-228-6121
Collections Fax 281-228-6122
Sales Fax 281-228-6151

Staff Extensions

Collections
Manager, Frank Edmond 1430

Distressed Business Services
Int'l Government Affairs
Manager, Gerald Clements 1370

Credit Interchange
Manager, Steve Krischke 1480
Interchange Supervisor, Wanda Love 1341
Special Reports, Deidre Henry 1350

Sales & Services
Manager, Byron McKinney 1465

Both NACM-Houston and NACM Business Credit Services exist for and because of you. Any questions or specific needs are not just welcome, but the reason we are here. Please call us.

februarynewmembers

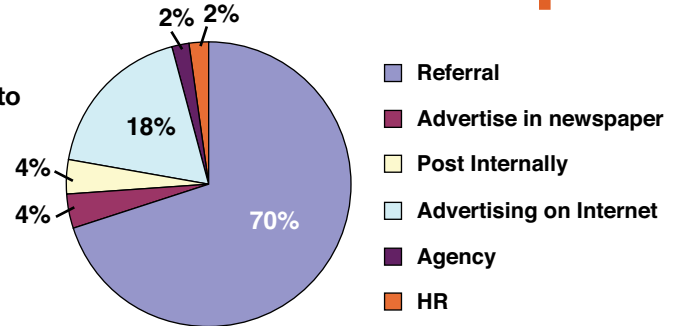
- H&S Building Material, LP**
- Gourmet Ranch**
- Ferro-Tube Oil Tools Co.**
- Aberle Plumbing Services**
- Neutrex, Inc.**

februaryolympians

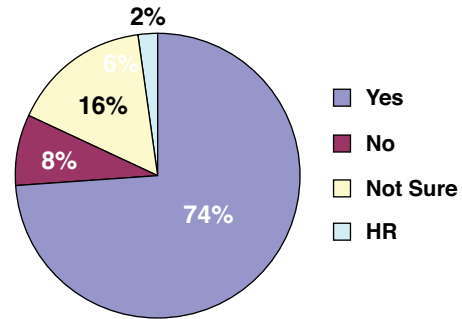
- Gary White, CCE 1.0
- Rhonda Wilson, CBA 1.0
- Chris Myers 0.2
- Mike Deluca 0.2

flashpoll

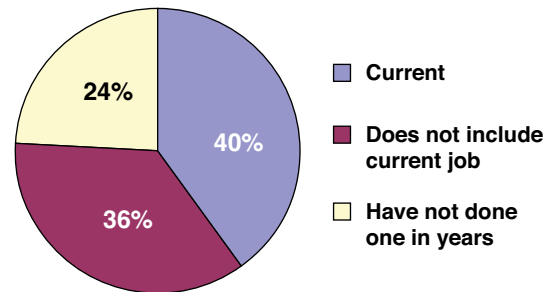
What's the best way to find employees?



Do you check prospective employees' references?



How up-to-date is your resume?



SAVE THE DATE

April 20, 2009

Paperwork Deadline for Nationwide Certification (CBA/CBF/CCE) Exams at Credit Congress.

For more information, please contact the NACM Education Dept. at 410-740-5560.

DON'T PUT YOUR MONEY ON THE TABLE

NACM Houston: Helping to Protect Your Assets

An Overview of Securitizing

Are you aware of all the devices you can use to secure your assets? Nowadays, it's important to know what tools are available and how you and your company can use them to protect yourself and mitigate risk. If you are interested in more information, then you'll want to be here for April Super Tuesday, the 21st, and Wednesday, the 22nd, to learn how not to just put your money on the table! This is a meeting you do not want to miss.



Time: 11:30am • Dates: April 21 & 22

Cost: \$26 per person; \$31 for walk-ins*

**Lunch will be Stuffed Chicken Breast
w/Broccoli Rice Stuffing**

*NACM Houston Cancellation Policy (adopted 1/1/09): Cancellations received 72 hours prior to education events, group meetings and special events will be honored. Cancellations not received in the stated time frame and no-shows will be billed. Qualified substitutions are welcome. Written email or fax verification will be issued by NACM Houston.

Want to be eligible for a prize to help protect your assets? Do one of the following and we will automatically enter your name in the prize drawing:

- Register online for a group meeting or Super Days
- Send a flash notification to your group
- Submit names or experience online (only for groups using Book of Reports)

One winner will be selected for each 2009 Super Days event!

For more information, please contact: LaQ'iana Lewis

Phone: 281-228-6100:1318

Email: localgroups@nacmsouthtexas.org



olympianspotlight Gary White, CCE

The Olympian Club is an exclusive club for NACM Houston members who help recruit new member companies to the association. Olympian Club members are awarded prizes at our annual meeting, escalating in value, based on the number of new members recruited and are recognized in the *Business Credit Pro* and our *Mid-Month Mailer*. Gary White, CCE is the market area credit and collections manager for Waste Management of Texas. He started his career in credit as a consumer lending officer for a major Houston bank and became a member of NACM in 1976. Since then, he has served on the Internal Planning, New Product Development, Education, Government Affairs and the Executive Committees and as treasurer, second vice chairman, first vice chairman and ultimately as chairman of the Board of Directors. Gary also participated in many industry credit groups, including Industrial Supply, Contractors Supply and Texas Statewide Construction. He served two terms on the NACM Houston Board of Directors and served as chairman of the Government Affairs Committee for NACM-National; Gary was elected director-at-large on the National Board. He was selected as NACM Houston's 1996 Credit Executive of the Year and NACM-National's 2006 Credit Executive of the Year.

Gary has continued giving back to your association by being elected last spring to another term on the NACM Houston Board of Directors and currently serves as the Second Vice Chairman. When asked why he continues to recruit new members, Gary answered, "New members are the lifeblood of the organization. It is everyone's responsibility to make sure that we have the best and brightest new members."

Find out how to join the Olympian Club on page 7.

what's coming up???

NACM HOUSTON APRIL 2009 EDUCATION CALENDAR

DATE	EVENT, PRESENTER	TIME
Apr 6	Teleconference: Legal Issues and Credit <i>Presenter: Wanda Borges, Esq.</i> For more information, please contact the NACM Meetings Dept. at 410-740-5560.	2:00–3:00pm
Apr 6	Collections 101 <i>Presenters: NACM Houston Staff</i> Held at the NACM Houston Conference Center. This workshop is designed to provide the participants with an overview of collections as a basic function of credit management, with emphasis on effective collection systems, techniques and critical “do’s” and “don’ts”. For more information, please contact the NACM Houston Education Department at 281-228-6100:1200.	8:30–11:30am
Apr 15	Teleconference: Taking the Fear Out of Financial Statements <i>Presenter: Toni Drake, CCE</i> For more information, please contact NACM Meetings Dept. at 410-740-5560.	2:00–3:00pm
Apr 19-21	International Credit Executives (I.C.E.) Conference Held at the Drake Hotel, Chicago, IL. For more information, please contact FCIB at 410-423-1840.	
Apr 20	Paperwork Deadline for Nationwide Certification (CBA/CBF/CCE) Exams at Credit Congress For more information, please contact the NACM Education Dept. at 410-740-5560.	
Apr 23	Standby Letters of Credit <i>Presenter: Cecil Carder, Wells Fargo HSBC Trade Bank NA</i> Held at the NACM Houston Conference Center. This seminar will provide a working knowledge of both domestic and international standby letters of credit: how they work, risks, rights and responsibilities, and special uses and structures for standby LCs. For more information, please contact the NACM Houston Education Department at 281-228-6100:1200.	8:30–11:30am
Apr 24	Contractual Terms in Your Credit Application <i>Presenter: Jason Walker, Esq., Andrews, Myers, Coulter & Hayes PC</i> Held at the NACM Houston Conference Center. This hands-on workshop will look at actual credit applications and help you with what should be on yours! Learn about personal guarantees, the Fair Credit Reporting Act and why you should beware of contractual terms in purchase orders. For more information, please contact the NACM Houston Education Department at 281-228-6100:1200.	8:30–11:30am
Apr 27	Teleconference: Gaining Buy-in and Support From All Levels of Management <i>Presenter: Susan Archibeque, CCE</i> For more information, please contact NACM Meetings Dept. at 410-740-5560.	2:00–3:00pm
May 4	Online Course Sessions Begin for Accounting, Business Law and Credit Law For more information, please contact NACM Meetings Dept. at 410-740-5560.	
May 6	Teleconference: Providing Senior Management the Facts on Financially Distressed Key Customers <i>Presenter: Ken Rosen, Esq.</i> For more information, please contact NACM Meetings Dept. at 410-740-5560.	2:00–3:00pm
May 8	Collection Management <i>Presenters: Jim Shreve, FTD Resources</i> Held at the NACM Houston Conference Center. Participants who complete this training program should be able to: understand how to set and achieve their collection goals for past due business accounts, identify the reasons and early warning signs of a potential delinquency problem, understand how to conduct telephone collection calls, send effective delinquency letters, monitor collection activity and decide when to use an attorney for collection matters. This seminar is especially geared towards improving the collection of accounts receivable in an adverse economy For more information, please contact the NACM Houston Education Department at 281-228-6100:1200.	8:30am–4:30pm
May 11	Louisiana Lien Laws and More <i>Presenter: Frank White, Frank White, A Professional Law Corp.</i> Held at the NACM Houston Conference Center. Anyone conducting business in Louisiana cannot afford to miss this opportunity! In addition to learning about lien laws, Frank White will review other statutes such as NSF and stop payment checks, the open account statute and attorney fee demands on sureties. For more information, please contact the NACM Houston Education Department at 281-228-6100:1200.	8:30am–4:30pm
May 12	Advanced Topics/Recertification Day Held at the NACM Houston Conference Center. Are you a CCE looking for recertification points? Are you an experienced credit professional looking for advanced topics in your field? Then join us for this high-level seminar. Topics include how to read the auditor's notes on a financial statement, risk mitigation exit strategy and how to stop selling to a risky company. For more information, please contact the NACM Houston Education Department at 281-228-6100:1200.	8:30am–4:30pm
May 17	FCIB's International Credit & Risk Management Online Course For more information, please contact FCIB at 410-423-1840.	
May 18	Escheatment: What Every Credit Manager Needs to Know (Teleconference) <i>Presenters: Valerie Jundt, Esq.</i> For more information, please contact NACM Meetings Dept. at 410-740-5560.	2:00–3:00pm
May 18	Credit Boot Camp <i>Presenter: Linda Bost, CCE, Wilson Industries LP</i> Held at the NACM Houston Conference Center. This session is designed to provide an overview of the trade credit function including the credit policy, credit applications and laws governing their creation and implementation, role of credit and as a part of the sales function, investigating the creditworthiness of a potential customer, identifying the red flags of risk and much, much more! For more information, please contact the NACM Houston Education Department at 281-228-6100.	8:30am–4:30pm

what's coming up???

NACM HOUSTON APRIL 2009 EDUCATION CALENDAR

DATE	EVENT, PRESENTER	TIME
May 27	Advanced Oil, Gas & Mineral Liens: So You Filed an Oil & Gas Lien—Now What? <i>Presenter: Carl Dorè, Esq., Dorè & Associates, Attorneys, PC</i> Held at the NACM Houston Conference Center. You know the basics and can file the lien, but what happens next? Take the next step and find out about your rights and responsibilities as the lien makes its way through the legal system. For more information, please contact NACM Houston Education Department at 281-228-6100:1200.	8:30–11:30am
May 31	FCIB's Export Regulations and Compliance Online Course For more information, please contact FCIB at 410-423-1840.	

It's so easy to register! Just call the Education Department at 281-228-6100:1200 or email education@nacmsouthtexas.org. Don't hesitate to make your call today! Scholarships are available! CEU points are awarded for most classes!

NOTE: This is a tentative schedule. Dates, times and presenters on all scheduled events are subject to change. All events, excepting teleconferences, will be held at the NACM Houston Conference Center at 10887 Wilcrest Drive. www.nacmsouthtexas.org



NACM Houston's Annual Golf Scramble!

Tour 18

Monday • April 20, 2009

3102 FM 1960 East
Humble, TX 77338

Registration opens at 1:00pm • Shotgun start at 2:00pm

\$95 per player before April 10; **\$100** per player after April 10
Fee includes box lunch, greens, cart, dinner and two drink tickets!

\$370 for a foursome
(Includes above plus hole sponsorship!)

PLUS

Each player will receive green fee passes to Longwood, Southwyck, Bear Creek and Tour 18 (that's four free rounds!) and a one month Players Club Membership at Tour 18!

To register now, [click here!](#)

For more information, or to ask about our sponsorship opportunities with or without playing, call Ellen Neuwirth-Hirsch at 281-228-6117 or email her at eneuwirth@nacmsouthtexas.org.

Register by
April 10th
to be eligible for
early bird prize!!!

\$50 Gas Card

Awards!!!

- First Place Foursome
- Men's Longest Drive
- Women's Longest Drive
- Closest to the Pin

Hole-In-One Contest
Mulligan Drawing!
Tons of Prizes!!!



What Is the Olympian Club?

"Adding new members is a necessity for any professional association. The resulting infusion of new thoughts, ideas and experiences ensures the professional development we all strive for. The Olympian Club is designed to attract new members and deliver this development."

*Kevin Chandler, CCE
Halliburton Energy Services
Past Olympian of the Year*

"I rely heavily on the fast and effective interaction of trade information among members as a way to minimize risk exposure. Thanks NACM!"

*Frank Delgado, Financial Manager
Graybar Electric Co., Inc.*

What is the Olympian Club?

The Olympian Club is an exclusive club for NACM Houston members who help recruit new member companies to the association. We want to recognize you for your efforts and celebrate your sponsorship of new members.

Why are Olympians important?

Membership is the lifeblood of our organization. New members bring new ideas and new experiences, helping to keep NACM a strong and vibrant organization.

What's in it for me?

Olympian Club members are awarded prizes at our annual meeting, escalating in value, based on the number of new members recruited. They are also recognized in *Business Credit Pro* and our *Mid-Month Mailer*. Additional prizes are awarded for the top two recruiters (top prize is a \$250 American Express Gift Card!) and the Olympian of the Year. The top recruiter receives special recognition at our annual meeting.

Sounds like fun! How do I join?

It's easy! Help us sign up new members by sending us contact information (person's name, company name, phone number and email address) for people whose companies you think would be candidates for membership. Send your contact information to eneuwirth@nacmsouthtexas.org and we will take it from there. Once we sign up a new company, you will be awarded 1 Olympian point and will automatically become a member of the Olympian Club. You will be awarded 0.2 points for each associate member, so it takes five associates to get you into the Olympian Club. New associates at your own company count!

By the way, it makes a great impression if you talk to your contact about the benefits you receive from your membership!

Not quite sure what to say to a prospective member?

Let us help you. See page 8.

ACM...
PAYMENT PROCESSING SOLUTIONS

We've changed our name.
We've changed our logo.
We've changed our address.

But what hasn't changed are the services and programs we offer to enable you to achieve one critical goal ...

Improve your credit department's performance!

Five Great Programs

- Check Guarantee Program
- EFT Program: Bringing Your Bank to Your Desktop
- Credit Card Acceptance Program
- Customized Online Bill Pay
- e-mmediate™
...an electronic payment product

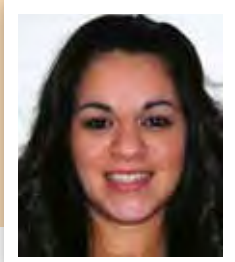
ACM
PAYMENT PROCESSING SOLUTIONS

800-759-6786 • 786-264-7000
sales@acmefit.net • www.acmefit.net

7955 N.W. 12TH STREET • SUITE 300 • MIAMI, FL 33126

Not Quite Sure What to Say to a Prospective Member?

Let us help you. Contact us at eneuwirth@nacmsouthtexas.org and we will send you the following in a format that you can send to your prospects. Remember there are rewards for you if you refer someone who joins NACM Houston.



“NACM is a wonderful organization that allows credit professionals to exchange valuable and pertinent information. Through NACM’s educational opportunities, credit and collection tools, and networking functions, I have been able to develop credit proficiency and make sound credit decisions for my company.” – **Monica Pedroso, Action Gypsum Supply, L.P.**

Now, More Than Ever...

- **You need a reliable source of credit intel**
- **You need right-now info on who’s paying and who’s not**
- **You can’t afford to risk your company’s second largest asset—your A/R**

What Can NACM Houston Membership Do for You?

- Increase your professional network—the source of late-breaking trade news and intelligence
- Learn who’s *creditworthy* right now, and who’s not—join an Industry Credit Group
- Sharpen your decision-making and collection skills and get ahead of trends with superlative education
- Save your company cold, hard cash

Included in Your NACM Houston Membership:

- Membership with NACM-National—19,000 members strong
- Legislative advocacy in Washington, DC and Austin, TX
- Monthly issues of *Business Credit* magazine and *Business Credit Pro* e-zine
- Online access to NACM Houston Knowledge Vault (free advice from credit experts)
- Online access to NACM-National Resource Library (searchable books and publications)



Save the Date Roadmap Clinic

Wednesday, May 6 • 11:30am–1:00pm

Credit Business Associate (CBA)
Credit Business Fellow (CBF)
Certified Credit Executive (CCE)

Find out what it takes to earn your professional certification in the business credit field! Join us for a free workshop and light lunch.

SURVIVOR HOUSTON

NACM HOUSTON'S 2009 "SURVIVOR HOUSTON" EXPOSITION AND ANNUAL MEETING

The 2008 All South Conference scheduled for last September in Galveston was cancelled due to Hurricane Ike. So...we are bringing many of those same great educational programs directly to you at our conference center. Prepare yourself for Survivor Houston, a 1½-day educational conference complete with vendor exhibits and networking activities, all culminating in NACM's 2009 Annual Meeting.

WHEN: Thursday and Friday, June 25 and 26, 2009

WHERE: NACM Houston Conference Center
10887 Wilcrest
Houston, TX 77099

SCHEDULE: Thursday • June 25, 2009

8:00am	Continental Breakfast
8:30am–4:30pm	All South Redux Education (Multiple concurrent 1½-hour and half-day sessions)
11:30am–1:00pm	Lunch
4:45–6:45pm	VIP Hurricane Ike Survivors Party

Friday • June 26, 2009

8:00–8:30am	Continental Breakfast
8:30–11:30am	All South Redux Education
10:00–11:30am	Exhibitor Treasure Hunt
11:30am–12:30pm	Lunch
12:30–2:00pm	Annual Meeting

**You survived Ike.
Now let us help
you survive this
stormy economy!**



NACM Houston Salutes the Oilfield Service and Supply Industry Credit Group!



This group is made up of member companies that are wholesalers of oilfield drilling equipment and supplies selling primarily to oilfield drilling contractors. Some of the member companies include Baker Hughes Business Support Services, Schlumberger Technology Corp., and National Oilwell Varco Inc. The group concerns itself with liens, notices, new accounts and pay history of current accounts. This group meets once a month on the third Wednesday of each month at 11:30am. This meeting is held in conjunction with Super Days and includes lunch, networking with other group members and industry specific education, followed by roundtable account discussion.

Vice-chairman of the Oilfield Service and Supply Group this year is Pam Woodroof, credit manager of the oilfield pumping services division of BJ Services Company. Pam has been employed with BJ Services Company for 20 years and a member of NACM for over eight. She started her professional career in 1988 at The Western Company of North America in the credit department. In 1995, BJ and The Western Company merged and Pam was offered the opportunity to start up a credit department for BJ's Unichem Division. This included developing and writing credit policy and procedures and creating credit files for all chemical customers. She was instrumental in lowering the division DSO from 85 to 52 within the first six to eight months of starting the credit department. Most of these foundations are still present in the now renamed division, BJ Chemical Services.

Pam attended night school from 2002-2005 participating in the NACM certification programs and has received all three certifications. She completed her CBF and CCE in one year, earning her the NACM Super Star Award. Pam is an active member of NACM Houston on the BCS Board, Membership Committee and currently the vice-chair of the Oilfield Service and Supply Industry Credit Group. Her community involvement includes PTA Board vice president, bible study, softball team mom, team scorekeeper, United Way and Habitat for Humanity.

For information on joining the Oilfield Service & Supply group please contact LaQ'iana Lewis at localgroups@nacmsouthtexas.org or 281-228-6100:1318.



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Preview - Contract**

Specialist in Staffing Credit and Collections Professionals

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1800 West Loop South, Suite 1050
Houston, Texas 77027
(713) 355-8100
Fax - (713) 355-7475**

Looking to Orlando



Solidify Some Business Relationships by Reveling With Some Good Souls

All are welcome to join NACM's professional designation holders and Graduate School alumni at **B.B. King's Blues Club** at Credit Congress.

B.B. King's Orlando offers a variety of great Southern comfort food fused with flavors from around the globe and features nightly entertainment by the B.B. King All Star Band. Other highlights include hand-painted table art by Memphis folk artists and musician portraits by Lamar Sorrento.



**Click here for
more details.**

Now, More Than Ever!

TRMG SPRING CONFERENCE APRIL 26-28, 2009 • LOEW'S HOTEL, NEW ORLEANS

The TRMG Leadership has been hard at work on our upcoming spring conference with major emphasis on topics of real relevance to doing business in today's uncertain economy. Here are a few highlights:

MONDAY • APRIL 27, 2009

MAKING THE MOST OF WHAT YOU'VE GOT

Derek Tharpe, director of Business Development, QualPro Inc.

In today's economy, it is imperative that we constantly work to streamline our processes to ensure that we can do much more with much less! By understanding the basics of process improvement, your workforce can help move you forward. Join us for a kick-off session certain to provide nuggets of helpful information each of us can take back to improve the processes in our own company, resulting in real \$\$ savings.

BENCHMARKING

If you're serious about improving your company's performance and achieving an industry-leading position, there's simply no substitute for a quality benchmark report. TRMG's Benchmark Survey is specially designed by its members for its members. In addition, Cortera will be supplying benchmarking stats taken directly from transportation industry data.

PRE-BANKRUPTCY ALTERNATIVES AND INSOLVENCY ISSUES

Should you change your customer's payment terms if you think they're in trouble and may file bankruptcy? Will CODs protect you? Is a personal guarantee enough? These and other actual questions, including yours, will be asked and answered in this session.

TUESDAY • APRIL 28, 2009

ACCOUNT DISCUSSIONS AND/OR BEST PRACTICES

There has never been a more important time to have your finger on the pulse of your customer's base regarding their current pay history. Access to the best practices in any field is like a secret decoder ring to key knowledge and technology to ensure success. These two sessions have long been the backbone of the TRMG conference, and you continue to highly value them.

NAVIGATING THE RECESSION OF 2009: IMPLICATIONS FOR TRANSPORTATION REVENUE MANAGEMENT

Dr. Chris Kuehl, managing director, Armada Corporate Intelligence Partner Solutions

The transportation sector is often referred to as the economy's canary in the coal mine. It is the first to notice a decline and, in most cases, the first to see a recovery starting to develop. The recession of 2008-2009 has been an odd one in many respects, provoked by a collapse in the financial sector and spurred on by a media determined to foment raw panic in the population. What is the nature of this beast—really? How does it actually compare to the ones in the past? Most importantly, when do we get out of this mess?

PARTNER SOLUTIONS TO IMPROVE REVENUE MANAGEMENT, PART II

TRMG Associate Panel

What are the latest solutions for effectively managing the critical links of your revenue chain? What are the current trends for how credit and collection professionals are managing risk and optimizing results in this challenging economic environment? Industry professionals will host this interactive panel presentation. This is an outstanding opportunity for you to gain insight in to how your peers and competitors are improving transportation revenue management and ask those professionals your burning questions.



Photo: Dan LaRusso

nationalgroupscalendar2009

DAY	DATE	GROUP	CITY	HOTEL/LOCATION
Sun-Tue	April 26-28	TRMG	New Orleans	Loew's Hotel
Wednesday	June 10	CHEM	Houston	NACM Conference Center
Thu-Fri	July 30-31	NWNP	Philadelphia	TBD
Thursday	May 14	NWWEM	San Antonio	TBD

DATE	PROGRAM TOPICS	SPEAKERS
Apr 21 & 22	Don't Put Your Money on the Table: An Overview of Securitizing	Carl Dorè
May 19 & 20	Private Investigating 101	TBD
Jun 9 & 10	Legal Forum: Ask the Experts	TBD
Jul 21 & 22	Collection Placement: Trust and Performance Metrics	TBD
Aug 18 & 19	Get in Front of the IRS to Be Paid? Easy!	TBD
Sep 22 & 23	Success in Small Claims Court	TBD
Oct 20 & 21	Lock 'Em Down! Receivables Insurance	TBD
Nov 17 & 18	Bailouts Year in Review: Did It Work?	TBD
Dec 16 only	Bonds and Successful Bond Claims	TBD

sunday	monday	tuesday	wednesday	thursday	friday	saturday
			1	2 6:00pm - Business Credit Principles	3	4
5	6 8:30am - Collections 101	7 11:30am - BLMT	8 HEC Group Meeting	9	10	11
12	13	14	15	16 8:30am - HRIS 11:30am - ADME (Joe's Crab Shack)	17 SETR - Beaumont (Book only)	18
19 Golf Scramble 11:30am - Exec (teleconference)	20	21 10:30am - Plum Group Meeting 11:30am - BLMT Group Meeting 11:30am - ELEC Group Meeting 5:45pm - Board Meeting	22 10:00am - INTL Meeting 11:30am - CONT Meeting 11:30am - INDS Group Meeting 11:30am - OFSS Group Meeting	23 8:30am - Standby Letters of Credit 11:30am - STLM (Joe's Crab Shack)	24 TRMG - New Orleans 8:30am - Contractual Terms in your Credit Application	25
26	27	28 2:30pm - Events Committee Meeting	29	30		